

TEMPLE TERRACE PUBLIC LIBRARY

202 BULLARD PARKWAY
TEMPLE TERRACE, FLORIDA 33617
TELEPHONE (813) 989-7160
SUNCOM (813) 967-7160
FAX (813) 989-7069

RECEIVED & INSPECTED

JAN 6 - 2006

FCC - MAILROOM

December 29, 2005

CC Docket No. 02-6

Request for Review: Administrator's Decision on Appeal – Funding Year 2005-2006

Decision dated: November 17, 2005

Funding Year: 2005-2006

Request for Review: Funding Commitment Decision Letter – Funding Year 2005-2006

Decision dated: October 5, 2005

Funding Year: 2005-2006

Applicant Name: Temple Terrace Public Library

Billed Entity Number: 127788

Form 470

Application Number: 100630000511630

Application ID: 470-2005

Form 471

Application Number: 449438

Form ID: 471-2005

Funding Request Numbers: 1236234, 1236241

Service Provider: Verizon Florida Inc. – Spin #143001435

Mary H. Satterwhite

msatterwhite@templeterrace.com

Temple Terrace Public Library

202 Bullard Parkway

Temple Terrace, FL 33617-5512

Phone numbers: 813-989-7160 (Library)

813-989-7161 (Director's Office)

Fax Number: 813-989-7069

No. of Copies rec'd _____
List A B C D E _____

Appeal to Administrator's Decision on Appeal – Funding Year 2005-2006

As per instructions, the establishing **Form 470 (100630000511630)** for the services requested was filled out and certified online November 18, 2004. The online pages of the Form 470 certification were printed out and show that date. The library received no other paper proof of certification, but because the PIN number was used as requested, we were sure that our certification was valid without sending in a paper copy.

The **Form 470 acknowledgement letter** dated January 28, 2005 arrived stating that Form 470 had been posted on November 18, 2004. The certification was assumed to be included as it had been certified online in November.

Form 471 (Application Number 449438- Form Identifier 471-2005) was received by the SLD online on 1/21/2005, Form 471 attachments were received at 11am, January 25, 2005 in Lawrence Kansas, and signed for by M. Hodges. Form 471 was **Certified – In Window** online February 28, 2005 and the **Receipt Acknowledgement Letter**, dated March 9, 2005 arrived shortly thereafter. There was no indication that any problem existed with Form 470. Had there been a notification of non-certification of the 470 when we applied for the 471, we would have remedied the situation immediately.

The website was checked regularly as to the status of the application; it showed **"Initial Review"**. Because things were delayed for everyone and no notice was given that there was a problem, it was not until June and July 2005 that several phone messages were left by the Library Director at the SLD which were not returned. An e-mail was finally returned and ensuing faxes and phone calls with Steve Tenzer led to a denial of service.

In the **Funding Commitment Decision Letter**, dated October 5, 2005, the **Funding Commitment Decision** for both funding request numbers said that the 470 was not certified.

This decision was appealed to the SLD on October 10, 2005.

The Administrator's Decision on Appeal for Funding Year 2005-2006, dated November 17, 2005 stated that the SLD supported the initial decision of the PIA because the library did not provide "proof of a certified Form 470" and that "Certification was not postmarked on or before the close of the filing window on February 18, 2005".

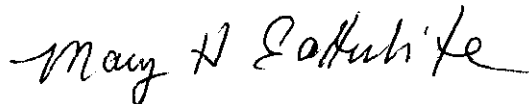
Portion of appeal to the SLD dated October 10, 2005

"I do not believe I will ever certify online again because of this difficulty. Evidently the certification somehow never made it to your computer from mine and our library is being penalized for that computer glitch in either your system or ours. We do have intermittent trouble with our connection the Internet and it may have lost connection at the moment I sent the certification.

Temple Terrace Public Library has been a willing participant of the E-Rate program since its inception and has had no previous problems. Because of E-Rate, Temple Terrace Public Library has been able to afford a T-1 line which has assisted the library in offering greater and faster access to the Internet for our public and we have added fourteen terminals in a short period of time.

The pin online certification worked on the library's end, but there appears to be a problem with it showing correctly at the SLD. Since the library followed the correct procedure, we do not feel we should be penalized for a glitch in the system.

Thank you for your consideration in this matter.

A handwritten signature in cursive script, reading "Mary H Satterwhite". The signature is written in dark ink and is positioned above the printed name.

Mary H. Satterwhite, Library Director

FCC Form 470

Universal Service Program Description of Services Requested and Certification Form

**Entity Number: 127788****Contact Person: Mary H Satterwhite****Applicant's Form Identifier: 470-2005****Phone Number: (813)989-7160**

FCC Form

Approval by OMB
3060-0806**470****Schools and Libraries Universal Service
Program Description of Services Requested
and Certification Form****Form 470 Application Number: 100630000511630****19. The applicant includes:(Check one or both)**

- a. ☐ schools under the statutory definitions of elementary and secondary schools found in the **No Child Left Behind Act of 2001, 20 U.S.C Secs. 7801(18) and (38)**, that do not operate as for-profit businesses, and do not have endowments exceeding \$50 million; and/or
- b. ☒ libraries or library consortia eligible for assistance from a State library administrative agency under the Library Services and Technology Act of 1996 that do not operate as for-profit businesses and whose budgets are completely separate from any school (including, but not limited to elementary and secondary schools, colleges and universities).

20. All of the individual schools, libraries, and library consortia receiving services under this application are covered by:

- a. ☒ individual technology plans for using the services requested in the application; and/or
- b. ☐ higher-level technology plans for using the services requested in the application; or
- c. ☐ no technology plan needed; application requests basic local and/or long distance telephone service only.

21. Status of technology plans (If representing multiple entities with mixed technology plan status, check both a and b):

- a. ☒ Technology plan(s) has/have been approved by a state or other authorized body.
- b. ☐ Technology plan(s) will be approved by a state or other authorized body.
- c. ☐ The application requests basic local and/or long distance telephone service only; no technology plan needed.

22. ☒ I certify that the services the applicant purchases at discounts provided by 47 U.S.C. Sec. 254 will be used solely for educational purposes and will not be sold, resold, or transferred in consideration for money or any other thing of value.

23. ☒ I recognize that support under this support mechanism is conditional upon the school(s) or library (ies) I represent securing access to all of the resources, including computers, training, software, maintenance, and electrical connections necessary to use the services purchased effectively.

24. ☒ I certify that I am authorized to submit this request on behalf of the above-named entities, that I have examined this request, and to the best of my knowledge, information, and belief, all statements of fact contained herein are true.

25. Signature User ID: temple**PIN:****26. Date** 11/18/2004

27. Printed name of authorized person	Mary H Satterwhite
28. Title or position of authorized person	Library Director
29a. Street Address, P.O Box or Route Number	202 Bullard Parkway Temple Terrace Public Library Temple Terrace, FL 33617-5512
29b. Telephone number of authorized person:	(813) 989-7161
29c. Fax number of authorized person:	(813) 989-7069
29d. E-mail of authorized person:	mmsatterwhite@templeterrace.com
ATTENTION: If you are signing Form 470 using the PIN assigned to you by SLD, you are reminded that using the PIN is equivalent to your handwritten signature on the form. Your use of the PIN to affirm these certifications means that should they prove untrue, you will be held to the same enforcement standards as those who affirm the certifications on paper. Also, by using the PIN, you are affirming that you have the authority to make these certifications and represent the entity featured in Block One of this funding request.	
Please Check to affirm your compliance <input checked="" type="checkbox"/>	

Form 470 Application Number: 100630000511630

TEMPLE TERRACE PUBLIC LIBRARY

202 E BULLARD PKWY

TAMPA, FL 33617-5512

Persons willfully making false statements on this form can be punished by fine or forfeiture, under the Communications Act, 47 U.S.C. Secs. 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. Sec. 1001.

Service provider involvement with preparation or certification of a Form 470 can taint the competitive bidding process and result in the denial of funding requests. For more information, refer to the "Service Provider Role in Assisting Customers" at www.sl.universalservice.org/vendor/manual/chapter5.doc or call the Client Service Bureau at 1-888-203-8100.

NOTICE: Section 54.504 of the Federal Communications Commission's rules requires all schools and libraries ordering services that are eligible for and seeking universal service discounts to file this Description of Services Requested and Certification Form (FCC Form 470) with the Universal Service Administrator. 47 C.F.R. § 54.504. The collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended. 47 U.S.C. § 254. The data in the report will be used to ensure that schools and libraries comply with the competitive bidding requirement contained in 47 C.F.R. § 54.504. All schools and libraries planning to order services eligible for universal service discounts must file this form themselves or as part of a consortium.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

The FCC is authorized under the Communications Act of 1934, as amended, to collect the information we request in this form. We will use the information you provide to determine whether approving this application is in the public interest. If we believe there may be a violation or a potential violation of a FCC statute, regulation, rule or order, your application may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation or order. In certain cases, the information in your application may be disclosed to the Department of Justice or a court or adjudicative body when (a) the FCC; or (b) any employee of the FCC; or (c) the United States Government is a party of a proceeding before the body or has an interest in the proceeding. In addition, information provided in or submitted with this form or in response to subsequent inquiries may also be subject to disclosure consistent with the Communications Act of 1934, FCC regulations, the Freedom of Information Act, 5 U.S.C. § 552, or other applicable law.

If you owe a past due debt to the federal government, the information you provide may also be disclosed to the Department of the Treasury Financial Management Service, other Federal agencies and/or your employer to offset your salary, IRS tax refund or other payments to collect that debt. The FCC may also provide the information to these agencies through the matching of computer records when authorized.

If you do not provide the information we request on the form, the FCC may delay processing of your application or may return your application without action.

The foregoing Notice is required by the Paperwork Reduction Act of 1995, Pub. L. No. 104-13, 44 U.S.C. § 3501, et seq.

Public reporting burden for this collection of information is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, completing, and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the reporting burden to the Federal Communications Commission, Performance Evaluation and Records Management, Washington, DC 20554.

Done

USAC

Form 470 - Application Number and Security Code

Entity Number:
127788

Entity Name: TEMPLE TERRACE PUBLIC
LIBRARY

Form 470 Application Number: 100630000511630

Form 470 Security Code: 10063

IMPORTANT: PLEASE RECORD YOUR FORM 470 APPLICATION
NUMBER AND SECURITY CODE. IF YOU EXIT BEFORE
COMPLETING THIS INTERVIEW, YOU WILL NEED THESE TWO
NUMBERS TO RETURN TO THIS INTERVIEW.

Create your own code to identify your form.

Applicant's Form Identifier:

[SLD Home](#) | Client Service Bureau: 1-888-203-8100

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USAC

Form 470 - Summary Description of Needs or Services Requested

Entity Number: 127788

Applicant's Form Identifier: 470-2005

Form 470 Application Number: 100630000511630

This Form 470 describes...(please select all that apply)

- ☒ Tariffed services - telecommunications services, purchased at regulated prices, for which you have no signed, written contract. You must file a new Form 470 for tariffed services for each funding year.
- ☒ Month-to-month services for which you have no signed, written contract. You must file a new Form 470 for these services for each funding year.
- ☒ Services for which you are seeking a new written contract.
- ☐ A multi-year contract signed on or before 7/10/1997 but for which no Form 470 has been filed.

What kinds of service are you seeking on this Form 470? Please select all that apply. For help, you may refer to the Eligible Services List at www.sl.universalservice.org for examples.

- ☒ Telecommunication Services
- ☐ Internet Access
- ☐ Internal Connections

Block 2 | Item(s) 7(a-d), 8, 9, 10

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USAC

Form 470 - Summary Description of Needs or Services Requested

Entity Number: 127788

Applicant's Form Identifier: 470-2005

Form 470 Application Number: 100630000511630

Please describe below the Telecommunication Services you seek. Specify each service or function (e.g., local voice service) and quantity and/or capacity (e.g., 20 existing lines plus 10 new ones, monthly Internet service for 500 users, etc.). See the Eligible Services List at www.sl.universalservice.org for examples of eligible Telecommunication Services. "Remember that only eligible telecommunications providers can provide these services under the universal service support mechanism."

Please Describe the Service or Function

Data line

What is the quantity and/or capacity of the Service or Function you seek?

T-1

Block 2 | Item(s) 8(b)

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*DUPLICATE of Receipt notification for
Jan 2005*

Universal Service Administrative Company
Schools & Libraries Division

FORM 470-Receipt Notification Letter
(Funding Year 2005: 07/01/2005--06/30/2006)

January 28, 2005

Mary H Satterwhite
TEMPLE TERRACE PUBLIC LIBRARY
202 E BULLARD PKWY
TAMPA, FL 33617-5512

Re: Applicant's Form Identifier: 470-2005
Form 470 Application Number: 100630000511630
Entity Number: 127788
Date Form 470 Posted: 11/18/2004
Allowable Vendor Selection/Contract Date: 12/16/2004

Dear Mary H Satterwhite:

This letter is to notify you that the Schools and Libraries Division (SLD) has received your FCC Form 470, "Description of Services Requested and Certification Form," although we have NOT yet received your Block 5 signed certification page, either online or on paper. This letter provides important information about program rules. Please read this letter carefully and retain it for your records and future reference.

The Form 470 Application Number listed above has been assigned by the SLD and will be used to track your Form 470. This number must be provided on each FCC Form 471, "Services Ordered and Certification Form," Block 5 Funding Request that cites this Form 470. Any applicant who relies on this Form 470 will need to know this Form 470 Application Number. You may wish to share this number with those schools and/or libraries featured in this application to assist them in their preparation of the Form 471.

The purpose of the Form 470 is to open a competitive bidding process for the services desired. The Form 470 applicant is responsible for ensuring an open, fair competitive process and selecting the most cost-effective provider of the desired services with price being the primary factor. The Form 470 must be completed by the entity that will negotiate with potential service providers. A service provider who will participate in the competitive bidding process as a bidder cannot complete it. Please be aware that if a service provider was involved in the preparation or certification of your Form 470, this involvement could taint the competitive bidding process and result in the denial of your funding requests.

FCC rules require that requests for non-contracted tariffed or month-to-month services and requests for new contractual services be posted on the SLD section of the USAC web site for a period of at least 28 days before selecting a vendor in order to provide for a competitive bidding process. If you indicated on your Form 470 that you have an RFP, that RFP must also be available to potential bidders for at least 28 days before selecting a vendor. In addition, if you are seeking support on your Form 470 for the first time for services delivered under a multi-year contract signed on or before July 10, 1997, the SLD cannot process your Form 471 until the 28-day waiting period has elapsed. State or local



Universal Service Administrative Company

Schools & Libraries Division

Sep 15, 2005

Mary H. Satterwhite

TEMPLE TERRACE PUBLIC LIBRARY

Telephone:

(813) 9897160

Application Number

449438

The Program Integrity Assurance (PIA) team is in the process of reviewing all Form 471 Applications for schools and libraries discounts to ensure that they are in compliance with the rules of the federal universal service program. We are currently in the process of reviewing your Funding Year 2005 Form 471 Application. To complete our review, we need some additional information. The information needed to complete the review is listed below..

On your original Form 471, Form 470 Application Number **100630000511630** is referenced as the establishing Form 470 on FRN's **1236234 & 1236241**. Our records indicate that this Form 470 is not certified *or* that the Form 470 certification was postmarked after the close of the filing window on February 18, 2005, which is a violation of the rules of this support mechanism. The rules of this support mechanism require that the Form 470 Certification be postmarked on or before the close of the filing window on February 18, 2005.

Please verify if the referenced Form 470 is the establishing Form 470 for the services requested. If the referenced Form 470 is NOT the establishing Form 470, please provide the 15-digit Form 470 Number that established the bidding for the services requested.

The establishing Form 470 is the specific Form 470, which was posted for the services requested for 28 days, and pursuant to which a contract was signed or an agreement was entered into. For a request in the Basic Maintenance service category, it is possible that the establishing 470 was filed under an Internal Connections service category. The establishing Form 470 could have been posted by the State, if the requested services are being purchased off of a State Master Contract.

If the cited Form 470 certification was postmarked on or before the close of the filing window on February 18, 2005, please provide proof of mailing, such as a certified mail receipt, delivery tracking documentation, online certification confirmation page, or other equivalent documentation supporting your claim, and a copy of the original Form 470 certification page.

If your Form 470 Certification was submitted with other documents or Forms in the envelope, please indicate what documents or Forms were submitted in the same envelope. Please indicate the Form type (Form 471, Form 486, etc.) and application number if known.

Please refer to the Proof of Postmark or Delivery document available in the reference area of the SLD website www.sl.universalservice.org for questions regarding the documentation required.

For the entity (or entities), listed below, we do not have the associated FCC Registration Number (FCC RN). The FCC, in its Fifth Report and Order, requires that all entities that currently participate in the Schools and Libraries Support Mechanism have an FCC Registration Number. This requirement applies to schools, libraries, non-instructional facilities, consortium leaders, service providers and consultants.

If you already have an FCC Registration Number for this entity, please provide that FCC Registration Number.

If you do not yet have an FCC Registration Number, you can obtain one by applying to the FCC, at <http://www.fcc.gov>. Click on link for CORES (Commission Registration System), or go directly at the FCC CORES registration site at <https://svartifoss2.fcc.gov/core/CoresHome.html>.

After obtaining the FCC Registration Number, please provide the FCC Registration Number.

Additional guidance on this topic and filing tips are located in the Reference area of our website, under "FCC Registration Numbers."

You will need your Taxpayer Identification Number (TIN) to obtain an FCC Registration Number. Many entities can have the same TIN (for example, individual schools in a school district). For some employers, including state and local government agencies and non-profit organizations, the TIN is the IRS-issued Employer Identification Number (EIN).

Please fax or e-mail the requested information to my attention. If you have any questions, please feel free to contact me.

It is important that we receive all of the information requested so we can complete our review. **Failure to do so may result in a reduction or denial of funding.**

Should you wish to cancel this application, or any of your individual funding requests, please clearly indicate in your response that it is your intention to cancel an application or funding request(s); along with the application number and/or funding request number(s), and the complete name, title and signature of the authorized individual.

Please send the required information within seven calendar days. If you need additional time to prepare your response, please let me know as soon as possible.

Thank you for your cooperation and continued support of the Universal Service Program.

Sincerely,

Steve Tenzer
Universal Service Program Operations
973-560-4485
973-599-6579 fax
stenzer@sl.universalservice.org

888-203-8100



Universal Service Administrative Company

Schools & Libraries Division

FORM 471 RECEIPT ACKNOWLEDGMENT LETTER (Funding Year 2005: 07/01/2005 - 06/30/2006)

March 9, 2005

Mary H. Satterwhite
TEMPLE TERRACE PUBLIC LIBRARY
202 E BULLARD PKWY
TAMPA, FL 33617-5512

Re: Form 471 Application Number: 449438
Funding Year 2005: 07/01/2005 - 06/30/2006
Applicant's Form Identifier: 471-2005
Billed Entity Number: 127788

This notification is an acknowledgment of receipt and successful data entry of your FCC Form 471, "Services Ordered and Certification Form," reflecting \$7,716.60 in total program year pre-discount costs for services. This letter confirms that the Form 471 and signed or electronically certified Form 471 Certification have been received. Please note that the later of these Form 471 application materials was postmarked or received by the Schools and Libraries Division (SLD) on 01/21/2005. Your application will be considered within the Form 471 application filing window wherein all applications that meet the Minimum Processing Standards are treated as though they were received on the same day. It is important that you retain this Form 471 Receipt Acknowledgment Letter (RAL) for your records.

While the Item 21 Attachments are not a window filing requirement, you are encouraged to send them as soon as possible, if you have not already done so. You may send your Item 21 Attachments via e-mail, fax or mail. (See "Item 21 Attachments For Form 471" posted in the Reference Area of the SLD section of the USAC web site at www.sl.universalservice.org.)

NOTE: Item 25 on the Form 471 is a certification that you have secured access to the resources necessary to pay for (1) the non-discount portion of the costs for eligible services within the funding year, as well as (2) the ineligible products and services necessary to make effective use of the eligible services you have requested. "Secured access" means that you can show that these funds are, or will be, part of your annual budget; or, if you are obtaining the funds from an outside revenue source, that these funds have been acquired or committed. IF YOU OBTAIN THESE FUNDS FROM AN OUTSIDE SOURCE, THE FUNDS MUST NOT COME DIRECTLY OR INDIRECTLY FROM YOUR SERVICE PROVIDER(S). YOUR SERVICE PROVIDER(S) MAY NOT WAIVE THE NON-DISCOUNT PORTION OF THE COSTS.

THIS LETTER DOES NOT CONTAIN ANY DECISIONS CONCERNING YOUR REQUESTS FOR DISCOUNTS. NOTE, HOWEVER, THE THREE-WEEK RESPONSE DEADLINE DESCRIBED BELOW.

It is important that you keep the Form 471 Application Number cited above for future communications with the SLD. Our Program Integrity Assurance (PIA) Team will now review your application for compliance with program rules. Once the review of your application has been completed, you will receive one or more Funding Commitment Decision Letters (FCDLs) to inform you of our decisions on your Funding Requests. You cannot assume that USAC will approve the discounts for which you are applying before an FCDL is issued.

FCC rules require you to retain documentation showing that you have complied with all statutes and Commission rules regarding the application for, receipt of, and delivery of services receiving schools and libraries discounts. (See 47 C.F.R. 54 Secs. 504-516.) You must retain all required documents for a period of at least five years after the last day of service delivered. A descriptive list

Satterwhite, Mary

From: Satterwhite, Mary
Sent: Thursday, September 15, 2005 3:49 PM
To: 'Tenzer, Steve'
Subject: RE: [New Sender] - (SDT) ERate App# 449438 - Temple Terrace PL - Message is from an unknown sender

Form 470 application number: 100630000511630, security code 10063 was submitted online on Nov. 18, 2004 and is the establishing form. I have the Receipt Notification Letter if you would like me to fax it to you along with a copy of my completed online pages and the certification page. Please advise if you would like it faxed andd we will do so.

Mary H. Satterwhite
Library Director
Temple Terrace Public Library
202 Bullard Parkway
Temple Terrace, FL 33617
813-989-7161

From: Tenzer, Steve [mailto:STENZER@sl.universalservice.org]
Sent: Thursday, September 15, 2005 3:28 PM
To: Satterwhite, Mary
Cc: Tenzer, Steve
Subject: [New Sender] - (SDT) ERate App# 449438 - Temple Terrace PL - Message is from an unknown sender

Dear Ms. Satterwhite,

As discussed, please respond to the attached.

Sincerely,

Steve Tenzer
Universal Service Program Operations
973-560-4485
973-599-6579 fax
stenzer@sl.universalservice.org

9/15/2005



Universal Service Administrative Company
Schools & Libraries Division

FUNDING COMMITMENT DECISION LETTER
(Funding Year 2005: 07/01/2005 - 06/30/2006)

October 5, 2005

Mary H. Satterwhite
TEMPLE TERRACE PUBLIC LIBRARY
202 E BULLARD PKWY
TAMPA, FL 33617-5512

Re: Form 471 Application Number: 449438
Funding Year 2005: 07/01/2005 - 06/30/2006
Billed Entity Number: 127788
Billed Entity FCC RN:
Applicant's Form Identifier: 471-2005

Thank you for your Funding Year 2005 E-rate application and for any assistance you provided throughout our review. Here is the current status of the funding request(s) featured in the Funding Commitment Report at the end of this letter.

- The amount, \$4,629.96 is "Denied."

Please refer to the Funding Commitment Report on the page following this letter for specific funding request decisions and explanations.

The Important Reminders and Deadlines immediately preceding this letter are provided to assist you throughout the application process.

NEXT STEPS

- Work with your service provider to determine if you will receive discounted bills or if you will request reimbursement from USAC after paying your bills in full
- Review technology planning approval requirements
- Review CIPA Requirements
- File Form 486
- Invoice the SLD using the Form 474 (service provider) or Form 472 (Billed Entity) - as products and services are being delivered and billed

FUNDING COMMITMENT REPORT

On the pages following this letter, we have provided a Funding Commitment Report for the Form 471 application cited above. The enclosed report includes a list of the Funding Request Number(s) (FRNs) from your application. The SLD is also sending this information to your service provider(s) so preparations can be made to begin implementing your E-rate discount(s) after you file your Form 486. Immediately preceding the Funding Commitment Report, you will find a guide that provides a definition for each line of the Report.

TO APPEAL THIS DECISION:

If you wish to appeal a decision in this letter, your appeal must be received by the SLD or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and (if available) e-mail address for the person who can most readily discuss this appeal with us.
2. State outright that your letter is an appeal. Include the following to identify the letter and the decision you are appealing:
 - Applicant name and service provider name, if different from appellant,

- Applicant BEN and service provider SPIN,
 - Form 471 Application Number as assigned by the SLD,
 - "Funding Commitment Decision Letter for Funding Year 2005," AND
 - The exact text or the decision that you are appealing.
3. Please keep your letter to the point, and provide documentation to support your appeal. Be sure to keep a copy of your entire appeal, including any correspondence and documentation.
 4. If you are the applicant, please provide a copy of your appeal to the service provider(s) affected by the SLD's decision. If you are the service provider, please provide a copy of your appeal to the applicant(s) affected by the SLD's decision.
 5. Provide an authorized signature on your letter of appeal.

To submit your appeal to the SLD by e-mail, use the "Submit a Question" feature on our web site at www.sl.universalservice.org. Click "Continue," choose "Appeals" from the Topics Inquiry on the lower portion of your screen, and click "Go" to begin your appeal submission. The system will prompt you through the process. The SLD will automatically reply to incoming e-mails to confirm receipt.

To submit your appeal to the SLD by fax, fax your appeal to (973) 599-6542.

To submit your appeal to the SLD on paper, send your appeal to:

Letter of Appeal
 Schools and Libraries Division
 Box 125 - Correspondence Unit
 80 South Jefferson Road
 Whippany, NJ 07981

While we encourage you to resolve your appeal with the SLD first, you have the option of filing an appeal directly with the Federal Communications Commission (FCC). You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received by the FCC or postmarked within 60 days of the above date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. We strongly recommend that you use either the electronic filing options described in the "Appeals Procedure" posted in the Reference Area of our web site. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554.

NOTICE ON RULES AND FUNDS AVAILABILITY

Applicants' receipt of funding commitments is contingent on their compliance with all statutory, regulatory, and procedural requirements of the Schools and Libraries Universal Service Support Mechanism. Applicants who have received funding commitments continue to be subject to audits and other reviews that the Universal Service Administrative Company (USAC) and/or the FCC may undertake periodically to assure that funds that have been committed are being used in accordance with all such requirements. The SLD may be required to reduce or cancel funding commitments that were not issued in accordance with such requirements, whether due to action or inaction, including but not limited to that by the SLD, the applicant, or the service provider. The SLD, and other appropriate authorities (including but not limited to USAC and the FCC), may pursue enforcement actions and other means of recourse to collect improperly disbursed funds. The timing of payment of invoices may also be affected by the availability of funds based on the amount of funds collected from contributing telecommunications companies.

Schools and Libraries Division
 Universal Service Administrative Company

A GUIDE TO THE FUNDING COMMITMENT REPORT

A report for each E-rate funding request from your application is attached to this letter. We are providing the following definitions for the items in that report.

FORM 471 APPLICATION NUMBER: The unique identifier assigned to a Form 471 application by the SLD.

FUNDING REQUEST NUMBER (FRN): A Funding Request Number is assigned by the SLD to each Block 5 of your Form 471. This number is used to report to applicants and service providers the status of individual funding requests submitted on a Form 471.

FUNDING STATUS: Each FRN will have one of the following definitions:

1. An FRN that is "Funded" is approved at the level that the SLD determined is appropriate for this FRN. The funding level will generally be the level requested unless the SLD determines during the application review process that some adjustment is appropriate.
2. An FRN that is "Not Funded" is one for which no funds were committed. The reason for the decision will be briefly explained in the "Funding Commitment Decision Explanation." An FRN may be "Not Funded" because the request does not comply with program rules, or because the total amount of funding available for this Funding Year was insufficient to fund all requests.
3. An FRN that is "As Yet Unfunded" reflects a temporary status that is assigned to an FRN when the SLD is uncertain at the time the letter is generated whether there will be sufficient funds to make commitments for requests for Internal Connections at a particular discount level. For example, if your application included requests for discounts on both Telecommunications Services and Internal Connections, you might receive a letter with funding commitments for your Telecommunications Services funding requests and a message that your Internal Connections requests are "As Yet Unfunded." You would receive one or more subsequent letters regarding the funding decision on your Internal Connections requests.

CATEGORY OF SERVICE: The type of service ordered from the service provider, as shown on your Form 471.

FORM 470 APPLICATION NUMBER: The Form 470 Application Number associated with this FRN from Block 5, Item 12 of the Form 471.

SPIN (Service Provider Identification Number): A unique number assigned by the Universal Service Administrative Company to service providers seeking payment from the Universal Service Fund for participating in the universal service support mechanisms. A SPIN is also used to verify delivery of services and to arrange for payment.

SERVICE PROVIDER NAME: The legal name of the service provider.

CONTRACT NUMBER: The number of the contract between the eligible party and the service provider. This will be present only if a contract number was provided on your Form 471.

BILLING ACCOUNT NUMBER: The account number that your service provider has established with you for billing purposes. This will be present only if a Billing Account Number was provided on your Form 471.

SERVICE START DATE: The Service Start Date for this FRN from Block 5, Item 19 of your Form 471.

CONTRACT EXPIRATION DATE: The Contract Expiration Date for this FRN from Block 5, Item 20b of your Form 471. This will be present only if a contract expiration date was provided on your Form 471.

SITE IDENTIFIER: The Entity Number listed in Form 471, Block 5, Item 22a. This will be present only for "site specific" FRNs.

NUMBER OF MONTHS RECURRING SERVICE PROVIDED IN FUNDING YEAR: The number of months of service that has been approved in the funding year. This will be present only for recurring services.

ANNUAL PRE-DISCOUNT AMOUNT FOR ELIGIBLE RECURRING CHARGES: Eligible monthly pre-discount amount approved for recurring charges multiplied by number of months of recurring service approved for the funding year.

ANNUAL PRE-DISCOUNT AMOUNT FOR ELIGIBLE NON-RECURRING CHARGES: Annual eligible non-recurring charges approved for the funding year.

PRE-DISCOUNT AMOUNT: Amount in Form 471, Block 5, Item 23I, as determined through the application review process.

DISCOUNT PERCENTAGE APPROVED BY THE SLD: The discount rate that the SLD has approved for this service.

FUNDING COMMITMENT DECISION: This represents the total amount of funding that the SLD has reserved to reimburse your service provider for the approved discounts for this service for this funding year. It is important that you and your service provider both recognize that the SLD should be invoiced and the SLD may direct disbursement of discounts only for eligible, approved services actually rendered.

FUNDING COMMITMENT DECISION EXPLANATION: This entry provides an explanation of the amount in the "Funding Commitment Decision."

FCDL DATE: The date of this Funding Commitment Decision Letter (FCDL).

WAVE NUMBER: The wave number assigned to FCDLs issued on this date.

FUNDING COMMITMENT REPORT
Billed Entity Name: TEMPLE TERRACE PUBLIC LIBRARY
BEN: 127788
Funding Year: 2005

Form 471 Application Number: 449438
Funding Request Number: 1236234
Funding Status: Not Funded
Category of Service: Telecommunications Service
Form 470 Application Number: 100630000
SPIN: 143001435
Service Provider Name: Verizon Florida Inc.
Contract Number: T
Billing Account Number: 813-989-7160
Service Start Date: 07/01/2005
Contract Expiration Date: 06/30/2006
Site Identifier: 127788
Number of Months Recurring Service Provided in Funding Year: 12
Annual Pre-discount Amount for Eligible Recurring Charges: \$1,362.96
Annual Pre-discount Amount for Eligible Non-recurring Charges: \$.00
Pre-discount Amount: \$1,362.96
Discount Percentage Approved by the SLD: N/A
Funding Commitment Decision: \$0.00 - 470 Not Certified
Funding Commitment Decision Explanation: The FRN references a Form 470 which has not been certified.

FCDL Date: 10/05/2005
Wave Number: 015

Funding Request Number: 1236241
Funding Status: Not Funded
Category of Service: Telecommunications Service
Form 470 Application Number: 100630000
SPIN: 143001435
Service Provider Name: Verizon Florida Inc.
Contract Number: T
Billing Account Number: 813-10G-1307
Service Start Date: 07/01/2005
Contract Expiration Date: 06/30/2006
Site Identifier: 127788
Number of Months Recurring Service Provided in Funding Year: 12
Annual Pre-discount Amount for Eligible Recurring Charges: \$6,353.64
Annual Pre-discount Amount for Eligible Non-recurring Charges: \$.00
Pre-discount Amount: \$6,353.64
Discount Percentage Approved by the SLD: N/A
Funding Commitment Decision: \$0.00 - 470 Not Certified
Funding Commitment Decision Explanation: The FRN references a Form 470 which has not been certified.

FCDL Date: 10/05/2005
Wave Number: 015

IMPORTANT REMINDERS & DEADLINES

Billed Entity Number : 127788

Name of Billed Entity: TEMPLE TERRACE PUBLIC LIBRARY

The following information is provided to assist you throughout the application process. We recommend that you keep it in an easily accessible location and that you share it with the appropriate members of your organization.

FCC REGISTRATION NUMBERS (FCC RNs) - Effective November 1, 2004, the FCC's Fifth Order (FCC 04-190 released August 13, 2004) requires E-rate program participants to have FCC Registration Numbers. Please continue to review our web site for additional guidance.

FORM 486 DEADLINE - The Form 486 must be postmarked no later than 120 days after the Service Start Date you report on the Form 486 or no later than 120 days after the date of the Funding Commitment Decision Letter, whichever is later. If you are required to have a Technology Plan, that plan must cover all 12 months of the funding year. You must indicate the name of the SLD-Certified Technology Plan Approver (TPA) prior to the commencement of discounted services for this funding year. You must indicate the name of the SLD-Certified TPA who approved your plan in your Form 486, and you must retain your approval letter and documentation of your monitoring of the progress toward your stated goals.

CHILDREN'S INTERNET PROTECTION ACT (CIPA) - Please review the CIPA guidance in the Form 486 Instructions, Section II, "IMPACT OF CIPA REQUIREMENTS ON FORM 486."

INVOICE DEADLINE - Invoices must be postmarked no later than 120 days after the last date to receive service - including extensions - or 120 days after the date of the Form 486 Notification Letter, whichever is later. Invoices should not be submitted until the invoiced products and services are being delivered and billed, and (for BEAR Forms) the provider has been paid.

OBLIGATION TO PAY NON-DISCOUNT PORTION - Applicants are required to pay the non-discount portion of the cost of the products and/or services. Service providers are required to bill applicants for the non-discount portion. The FCC has stated that requiring applicants to pay their share ensures efficiency and accountability in the program. FCC 04-190 concluded that a presumptively reasonable timeframe for a beneficiary to pay its non-discount share is 90 days after the completion of services. If you are using a trade-in as part of your non-discount portion, please refer to the web site for more information.

DOCUMENTATION RETENTION - FCC rules require that documents demonstrating compliance with the statute and Commission rules must be retained for a period of at least five years after the last day of service delivered. See "Document Retention Requirements" in FCC 04-190 for a descriptive list of many of the documents you must retain.

SUSPENSION AND DEBARMENT - Persons who have been convicted of criminal violations or held civilly liable for certain acts arising from their participation in the Schools and Libraries Support Mechanism are subject to suspension and debarment from the program.

FREE SERVICES ADVISORY - Applicants and service providers are prohibited from using the Schools and Libraries Support Mechanism to subsidize the procurement of ineligible or unrequested products and services, or from participating in arrangements that have the effect of providing a discount level to applicants greater than that to which applicants are entitled.

Complete program information - including more information on these reminders - is posted to the SLD section of the USAC web site at www.sl.universalservice.org. You may also contact the SLD Client Service Bureau by e-mail using the "Submit a Question" link on the web site, by fax at 1-888-276-8736 or by phone at 1-888-203-8100.

September 15, 2005 requesting the establishing 470 and proof of the postmark date of when the 470 was mailed. You then responded on September 15, 2005 with the establishing 470 and explained that you had a Receipt Notification Letter. You then faxed the copy of the RNL on September 16, 2005. On September 16, 2005, you also faxed a copy of your unsigned Form 470 and did not include any proof of delivery. On appeal you have not provided proof of a certified Form 470. It is the responsibility of the applicant to ensure that all Forms are submitted to SLD in a timely and correct manner. Consequently, PIA denied the FRN in accordance with program rules. Hence SLD supports PIA's initial decision.

- SLD denied your funding request(s) because it determined that your Form 470 Certification was not postmarked on or before the close of the filing window on February 18, 2005. In order to be considered within the filing window, both the application and the certification must be completed. You have failed to demonstrate that the Form 470 Certification was postmarked on or before February 18, 2005. Consequently, your appeal is denied.
- The FCC requires all parts of an application to be postmarked by the final date of the filing window for the relevant funding year for the application to be treated as having been filed within the filing window. *See Request for Review by Alpine County Unified School District, et al., Federal-State Joint Board on Universal Service, Changes to the Board of Directors of the National Exchange Carrier Association, Inc.*, CC Docket Nos. 96-45 and 97-21, Order, DA 02-75 ¶¶ 2 and 4. (rel. Jan. 14, 2002). This includes the Form 470 Certification, the Form 471 application, and the Form 471 Certification.

If your appeal has been approved, but funding has been reduced or denied, you may appeal these decisions to either the SLD or the FCC. For appeals that have been denied in full, partially approved, dismissed, or canceled, you may file an appeal with the FCC. You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received or postmarked within 60 days of the date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554. Further information and options for filing an appeal directly with the FCC can be found in the "Appeals Procedure" posted in the Reference Area of the SLD web site or by contacting the Client Service Bureau. We strongly recommend that you use the electronic filing options.

We thank you for your continued support, patience and cooperation during the appeal process.

Schools and Libraries Division
Universal Service Administrative Company



Universal Service Administrative Company
Schools & Libraries Division

Administrator's Decision on Appeal – Funding Year 2005-2006

November 17, 2005

Mary H. Satterwhite
Temple Terrace Public Library
202 Bullard Parkway
Temple Terrace, FL 33617

Re: Applicant Name: TEMPLE TERRACE PUBLIC LIBRARY
Billed Entity Number: 127788
Form 471 Application Number: 449438
Funding Request Number(s): 1236234, 1236241
Your Correspondence Dated: October 10, 2005

After thorough review and investigation of all relevant facts, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has made its decision in regard to your appeal of SLD's Funding Year 2005 Funding Commitment Decision Letter for the Application Number indicated above. This letter explains the basis of SLD's decision. The date of this letter begins the 60-day time period for appealing this decision to the Federal Communications Commission (FCC). If your Letter of Appeal included more than one Application Number, please note that you will receive a separate letter for each application.

Funding Request Number(s): 1236234, 1236241
Decision on Appeal: **Denied**
Explanation:

- In your appeal letter, you state that you executed the Form 470 and 471 online and certified online. You also state that you have no paper proof of the certification since you did not get a box to print to say you had certified. You state that you were under the impression that when you certified online you were to be included. You received the letter acknowledging the receipt of the Form 470 so you assumed it included the certification. You close by explaining you will sign a paper certification and mail it if need be. You are asking SLD to reconsider your certification.
- Upon review of the appeal letter and relevant supporting documentation, it was determined that the original request was correctly denied since you did not provide proof of a certified Form 470. You were sent a request by PIA on

Concerning the Temple Terrace Public Library FCC Appeal.

Form 471 Application Number: 449438

Funding Year 2005: 07/01/2005 – 06/30/2006

Billed Entity Number: 127788

Applicant's form Identifier: 471-2005

The denial of the funding request was on the basis of lack of proof of a certified Form 470. Librarian Mary Satterwhite in her appeal mentioned a possible glitch in the online application system as being the possible cause. Though difficult to determine the difference between a system malfunction and an operator error in filing the online form the result of a qualified applicant being denied needed funding is ultimately the same. However as one of the State of Florida E-rate Coordinators for Libraries I have noted this exact circumstance several times in Florida in the past year. In one case it actually resulted in the ultimate dismissal of the System Librarian involved. I do not know the cause of this difficulty but it does in my opinion warrant some investigation to illuminate either a system "glitch" as Mary points out or a poor system design contributing to these types of errors. The penalty of denying funding to qualified applicants whose best, honest efforts prove fruitless is a harsh system training/testing method that does not foster needed trust or responsibility and harms the very people the system is designed to serve.

Dan Lhotka

State Library and Archives of Florida

October 10, 2005

APPEAL TO "FUNDING COMMITMENT DECISION LETTER FUNDING YEAR 2005"

APPEAL TO FORM 471
SLD 471 APPLICATION #: 449438
BILLED ENTITY: 127788
FORM ID: 471-2005
:

FORM 470
APPLICATION NUMBER: 100630000511630
APPLICATION ID 470-2005
BILLED ENTITY: 127788

Mary H. Satterwhite
msatterwhite@templeterrace.com

Temple Terrace Public Library
202 Bullard Parkway
Temple Terrace, FL 33617-5512

Phone: 813-989-7161 (Director's office)
Library phone: 813-989-7160
Fax number: 813-989-7069

Confirmation of receipt of Form 471 attachments was numbered:
7004 0750 0003 8529 5506 and was received at 11AM on January 25, 2005 by M
Hodges.

Service Provider: Verizon Florida Inc - Spin # 143001435

Funding Commitment Report states that Funding Commitment Decision was not
certified and FRN references a Form 470 which has not been certified.

Funding Commitment Decision Not Certified – Funding Commitment Decision
Explanation: the FRN references a Form 470 which has not been certified.

I executed the Form 470 and 471 online and certified online. I have no paper proof of the certification since I did not get a box to print to say I had certified. I was under the impression that when we certified online we were to be included. I received the letter acknowledging the receipt of form 470 so I assumed it included the certification. If you need me to sign a paper certification and mail it in I would be happy to do so. I do not believe I will ever certify online again because of this difficulty. Evidently the certification somehow never made it to your computer from mine and our library is being penalized for that computer glitch in either your system or ours. We do have intermittent trouble with our connection the Internet and it may have lost connection at the moment I sent the certification. Please reconsider our certification.

We have spoken and emailed with a Steve Tenzer about this and I attempted to to call the SLC on several occasions in June and July with no response from the recorded message I left. I finally got a response from the email.

I am enclosing copies of everything for you to look over and will include a copy to our service provider.